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09/823,678	03/31/2001	Wai H. Pak	M-11538 US	6116

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EXAMINER
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BRUCKART, BENJAMIN R

ART UNIT	PAPER NUMBER
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2155

DATE MAILED: 01/12/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/823,678

Applicant(s)

PAK, WAI H.

Examiner

Benjamin R. Bruckart

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 11 October 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-98 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-98 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_.

- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

### **Detailed Action**

#### **Status of Claims:**

Claims 1-98 are pending in this Office Action.

Claims 97-98 are new.

Claims 1-98 are rejected.

### **Response to Arguments**

Applicant's arguments filed on 10/11/05 with respect to claims 1-98 have been fully considered but are not persuasive.

#### **Applicant's invention as claimed:**

#### **Claim Rejections - 35 USC § 102**

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

**Claims 1-5, 7, 12-16, 18, 23-25, 27-28, 30, 35-39, 41-42, 44-48, 50-51, 53-57, 59-60, 62-67, 69-70, 72-75, 77-78, 80-83, 85-86, 88-91, 93-94, 96-98 are rejected under 102(e) as being anticipated by U.S. Patent No. 6,393,475 by Leong et al.**

Regarding claim 1, an inter-module communication (Leong: col. 5, lines 50-57) comprising: customer relations management system information (Leong: col. 6, lines 37-45); and a message (Leong: col. 5, lines 55-63), wherein

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said message comprises said customer relations management system information (Leong: col. 6, lines 30-45), and

at least a portion of said message is encoded in a markup language (Leong: col. 5, lines 55-65).

Regarding claim 2, the inter-module communication of claim 1, wherein

said customer relations management system information comprises at least one of agent information and work item information (Leong: col. 6, lines 31-45; col. 5, lines 53-57).

Regarding claim 3, the inter-module communication of claim 2, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information (Leong: col. 6, lines 31-45).

Regarding claim 4, the inter-module communication of claim 1, wherein

said message comprises a command, said command configured to cause a module receiving said message to perform an operation (Leong: col. 8, lines 1-23; col. 9, lines 5-9).

Regarding claim 5, the inter-module communication of claim 1, wherein

said message comprises a request, said request configured to cause a module receiving said message to reply with other customer relations management system information (Leong: col. 8, lines 57-59; col. 6, lines 31-34).

Regarding claim 7, the inter-module communication of claim 1, wherein

said message is communicated in order to perform a function (Leong: col. 8, lines 1-23; col. 9, lines 5-9),

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function (Leong: col. 8, lines 1-23, lines 57-59; col. 9, lines 5-9).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Leong: col. 6, lines 31-33).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Leong: col. 6, lines 31-45).

Regarding claim 97, the inter-module communication of claim 1, wherein

said customer relations management information includes customer relations management information (Leong: col. 6, lines 31-45; regarding the device).

Regarding claim 98, the inter-module communication of claim 1, wherein

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said customer relations management system information includes customer relations management software information (Leong: col. 6, lines 31-45; MIB information specific to the clients device).

Claims "12-16, 18, 23-25, 27-28, 30, 37-39, 41-42, 44-48, 50-51, 53-57, 59-60, 62-67, 69-70, 72-75, 77-78, 80-83, 85-86, 88-91, 93-94, 96" do not teach or define any new limitations above claims "1-5, 7, 35 and 36" and therefore are rejected for similar reasons.

### **Claim Rejections - 35 USC § 103**

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**Claims 6, 8-11, 26, 17, 19-22, 29, 31-34, 40, 43, 49, 52, 58, 61, 68, 71, 76, 79, 84, 87, 92, 95 are rejected under 103(a) as being unpatentable by U.S. Patent No. 6,393,475 by Leong et al in view of U.S. Patent No. 5,309,563 by Farrand et al.**

Regarding claim 6

The Leong reference teaches the inter-module communication of claim 1.

The Leong reference does not explicitly state a notification.

The Farrand reference teaches a message comprises a notification, said notification comprising other customer relations management system information, said other customer relations management system information being generated by a module generating said message (Farrand: col. 26, lines 4-00; updates attributes and send to host).

The Farrand reference further teaches the invention sends and receives commands and alerts when an error code is returned or the data is being sent to fast to improve the capability of the system manager to readily exchange information (Farrand: col 26, lines 26-30; col. 2, lines 42-52).

Therefore it would have been obvious at the time of the invention to one of ordinary skill in the art to create inter-module communication as taught by Leong while employing alerts and notifications as taught by Farrand in order to improve the capability of the system manager to readily exchange information (Farrand: col 26, lines 26-30; col. 2, lines 42-52).

Claims 8-11, 26 are rejected under the same rationale given above. In the rejections set fourth, the examiner will address the additional limitations and point to the relevant teachings of Farrand et al and Leong et al.

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Regarding claim 8, the inter-module communication of claim 7, wherein said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate request, a RequestAgentMediaMode request, a Requestsystemstate request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediaState request (Farrand: col. 4, lines 3-12).

Regarding claim 9, the inter-module communication of claim 7, wherein said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnholdWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Farrand: col. 12, lines 62- col. 13, line 2; completed).

Regarding claim 10, the inter-module communication of claim 7, wherein said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request (Farrand: col. 7, lines 57- col. 8, line 5).

Regarding claim 11, the inter-module communication of claim 7, wherein said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Farrand: col. 23, lines 30-47; init).

Regarding claim 26, the method of claim 23, further comprising:  
communicating said message from a commerce server to a universal queuing system (Farrad: col. 3, lines 32-64; col. 25, lines 20-41; Leong: col. 8, line 46).

Claims "17, 19-22, 29, 31-34, 40, 43, 49, 52, 58, 61, 68, 71, 76, 79, 84, 87, 92, 95" do not teach or define any new limitations above claims "6, 8-11, 26" and therefore are rejected for similar reasons.

### **REMARKS**

The examiner apologizes for the typographical error in the conclusion indicating finality in the last action. As applicant has pointed out in his remarks and as indicated on the Office Action Summary form (PTOL-316) the action was non-final. This action however is final.

**The Applicant Argues:**

Applicant argues the citations as not anticipating the claimed limitations. The examiner will point out specific details.

**In response**, the examiner respectfully submits:

The Leong reference teaches meets the breadth of the claimed limitation below because it is so broad.

Regarding claim 1, an inter-module communication (Leong: col. 5, lines 50-57) comprising: customer relations management system information (Leong: col. 6, lines 37-45); and a message (Leong: col. 5, lines 55-63), wherein  
said message comprises said customer relations management system information (Leong: col. 6, lines 30-45), and  
at least a portion of said message is encoded in a markup language (Leong: col. 5, lines 55-65).

The preamble claims 'an inter-module communication' is described in col. 5, lines 50-57 wherein you see a web-capable program (agent or network application) that supports network management functions and has the capability of propagating information regarding network management functions.

The next limitation claims the invention comprises 'customer relations management system information' and a message. The Leon reference teaches the information in col. 6, lines 35-45 as management information base objects. The objects provide information regarding the network device, such as good or bad data frames received and transmitted. The device is the customer or client device. Therefore the objects are the customer relations management system

information. The MIB information relates the information to the specific network device system, client system. The message is taught in col. 6, lines 31-37 as being propagated request and response messages. The message comprises the information and at least a portion of said message is encoded in a markup language. Col. 6, lines 31-37 states the messages incorporate HTML documents. The HTML documents are inherently encoded hypertext markup language.

The claims are still broad and do not distinguish over the prior art. Applicant is encouraged to further define the message, the customer relations information and what that information is.

### *Conclusion*

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.



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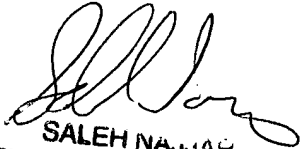
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 8:00-5:30PM with every other Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Saleh Najjar can be reached on (571) 272-4006.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Benjamin R Bruckart  
Examiner  
Art Unit 2155

brb *BrB*

  
SALEH NAJJAR  
SUPERVISORY PATENT EXAMINER